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# FRANKLIN DAY

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(720) 968 - 4432

*IT TECHNICIAN, TRANSLATOR, MEDIA QC  
ANALYST*

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## *Profile*

I've worked remotely as an independent contractor since 2009 doing translation, editing, customer service, media QC, and tech support. I've almost finished my Bachelor of Science in Computer Science with a 4.0 GPA. I have earned certifications in Project Management, IT Support, Data Analysis, Cloud Computing, and Data Science from CompTIA, Microsoft, Google, and IBM. I'm looking for a full-time remote position.

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## *Education*

University of the People - Pasadena, California  
Bachelor of Science in Computer Science— **4.0 GPA**  
Anticipated Graduation Date: August, 2024

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### Certifications:

**Google Data Analytics Professional** – (Completed: 10/05/21 – Expiration: Never – Issuer: Coursera)

**IBM Data Science Professional** – (Completed: 10/21/21 – Expiration: Never – Issuer: Coursera)

**Google Project Management Professional** – (Completed: 11/07/21 – Expiration: Never – Issuer: Coursera)

**Google IT Support Professional** – (Completed: 11/24/21 – Expiration: Never – Issuer: Coursera)

**Microsoft Certified AZ-900 Azure Fundamentals** – (Completed: 09/30/22 – Expiration: Never – Issuer: Microsoft)

**CompTIA A+** – (Anticipated Completion: December, 2023 – Expiration: December 2026 – Issuer: CompTIA)

See all certifications [Here](#).

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## *Soft Skills*

Attention to Detail	Patience	Organization
Problem Solving	Working Under Pressure	Leadership
Analytical Skills	Time Management	Management
Communication	Interpersonal Skills	Teamwork

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## *Hard Skills*

Network Administration	Project Management	IT Troubleshooting
Cloud Management	Social Media Management	Technical Support
Cybersecurity	Agile Development	Technical Writing
Database Administration	Data Analysis	Server Maintenance
<b>Languages:</b> Java, Python, Javascript, R, SQL, HTML, CSS	<b>Software:</b> MS Office, Monday.com, Notion, Tableau, VS Code, Eclipse, ClickUp, Jira	<b>Operating Systems:</b> Windows, Linux, Mac, Android, iOS

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## *Experience*

Freelance IT Technician  
PC Repair, Remote support, Building PC's

2019-Present

Troubleshooted PC issues, hardware and software. Did remote support to complete tasks like virus removal and software updates.

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## Resillion (formerly Eurofins Digital Media) Media QC Analyst

2017-Present

Work remotely assessing quality of Netflix media assets on their platform including audio, captions, subtitles, forced narratives, and dialogue transcriptions. Flagging mistakes and verifying their correction.

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## U-Haul Customer Service, Sales, Scheduling

2016-2017

Completed training on scheduling, point of sales, and ticketing systems. Connected remotely to work environment via VPN and utilized VOIP software to take and route calls. Received praise for excellent customer service and problem solving.

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## Freelance Translator Translator, Editor, Proofreader

2009-2019

Worked remotely doing translation, proofreading, and editing for a multitude of clients. Specialized in SEO optimization and fashion terminology from working with several luxury fashion e-commerce brands. I was a member of multiple project teams translating and/or editing for various important clients and collaborated with the localization team and project managers on spreadsheets, glossaries, and other important project documentation. [Gengo Translator Profile](#)

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## *Extracurricular Activities* Charity Fundraising

Planned, organized, promoted, and livestreamed online charity events that involved collaboration with hundreds of independent live streamers to raise money for charities such as American Cancer Society, American National Red Cross, Doctors Without Borders, and The Trevor Project.

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## Peer Study Groups

I regularly volunteered to tutor my peers, help with homework, and facilitate study groups for subjects like English, French, Spanish, and Math.

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## Social Media Management

I run a Facebook page that educates and raises awareness on the topics of non-binary gender and other LGBTQIA+ identities.

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